

## Frequently Asked Questions

### **Does carpet come with my booth, or must I order it?**

Carpet is not included in your booth space. The aisle carpet will be Tuxedo (black & grey speckled). The General Information pages lists all the items provided with your booth purchase under Standard Booth Equipment.

### **Is padding available for my booth?**

Yes. Padding may be ordered separately. Refer to the [Carpet order form](#) for details.

### **What about cleaning?**

General vacuuming of the aisles is provided, and your booth carpet should be installed clean. Once you begin set-up, however, any cleaning for your booth space must be ordered. Also, remember to order cleaning based on the gross square footage of your booth (10' x 10' = 100 sq ft, 10' x 20' = 200 sq ft, etc.).

### **Does the price of carpet include labor, or must I order labor separately?**

The published price for standard carpet includes delivery, installation, and removal.

### **Do I need to order labor to set up my exhibit?**

All exhibitors are required to follow local [Union Rules and Regulations](#) as published in the exhibitor service manual.

### **May I place my order in advance and pay for it when I arrive at show site?**

As with most vendors, Hargrove requires full payment when your order is placed. Orders received without payment will not be processed.

### **How can I place my order?**

- |                      |                                                                                                                                                                                                                                                                            |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Online:</u>       | Exhibitors who order items and services online by the discount deadline will receive the highest discount available.<br><a href="mailto:exhibitorservices@hargroveinc.com">exhibitorservices@hargroveinc.com</a>                                                           |
| <u>Email or Fax:</u> | Exhibitors may download the order forms, fill them out then either email them or fax them to Exhibitor Services. Standard rates will apply as well as a processing fee.<br><a href="https://hargroveinc.boomerecommerce.com/">https://hargroveinc.boomerecommerce.com/</a> |
| <u>Phone Order:</u>  | Exhibitors may also place their orders by phone. Standard rates will apply as well as a processing fee. +1 301.306.4627                                                                                                                                                    |

## Frequently Asked Questions (cont.)

### What options do I have for payment?

Hargrove gladly accepts payment:

|                       |                                                                                                                                                                                                                                                                                         |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Online:</u>        | Ordering items and services online affords exhibitors the greatest discount available.                                                                                                                                                                                                  |
| <u>Credit Card:</u>   | We accept Mastercard, Visa, Discover Card, and American Express.                                                                                                                                                                                                                        |
| <u>Wire Transfer:</u> | <p>Send to:<br/>Hargrove LLC<br/>c/o JPM Chase<br/>270 Park Avenue<br/>New York, NY 10017-2014<br/>ABA #021000021 Account #389918399 Swift Code: CHASUS33</p> <p>Be sure to include the show name, your company name, booth number, the country and bank where transfer originated.</p> |
| <u>Check</u>          | Checks should be made payable to Hargrove, LLC in U.S. dollars.                                                                                                                                                                                                                         |
| <u>Cash:</u>          | Please, do not mail cash. We will, however, gladly accept cash payments at the show.                                                                                                                                                                                                    |

### How do I work with a tight budget?

- Order services before the discounted deadlines.
- Consolidate freight and shrink wrap to avoid additional material handling charges.
- Bring back-up supplies so you don't have to rent them at a premium rate on-site.
- Consider items you can bring with you or ship to the show rather than renting them at the show. This is a cost-effective solution for times like power strips, extension cords, fake plants, wastebaskets, etc.
- Consider the cost of rental displays and booth furnishings versus shipping and material handling charges for your display.
- Avoid additional surcharges on shipping by meeting freight target times.
- For larger booths, ship hanging signs in advance to allow for straight-time installation when possible.

### What costs might I incur in addition to my booth space fee?

Most exhibitors will incur or need material handling/drayage charges and shipping charges. Some exhibitors may incur or need electronic connection, internet connection, phone service, or additional booth furniture (display racks, etc.) Prices will be available in this service manual.

### What furnishings are provided with my booth space?

Typically, none. However, it does provide 8' High Backwall Drape, 3' High Siderails and a 7" x 44" Identification Sign. If your booth space did include furnishings at no extra charge, these items will be listed on the [Show Schedule](#) pages under the section labeled Standard Booth Equipment.

### Does my booth space include any electricity?

No. If you need electricity, there is an [Electrical form](#) located under "Additional Show Services" that you can fill out and mail or fax directly to the electrical vendor. In the event that this service was included, you will find it listed under "Standard Booth Equipment" on the [Show Schedule](#) pages.

## Frequently Asked Questions (cont.)

### **Is wireless internet service provided in the Exhibit Hall?**

Yes. Only hard-wired connections need to be ordered.

### **Who is responsible for the security of my booth and all the items in it?**

You are. During the exhibit hall hours, security personnel will not permit anyone on the exhibit floor without proper identification. Security personnel will also be on site during exhibit hall off hours to prevent unauthorized access to the exhibit hall. OFC Show Management and Hargrove, LLC do not assume liability for your booth or its contents. It is advised that items such as laptops, small monitors, or anything that is easily concealed, NOT be left unsecured in a booth overnight. Private guards can be hired from the official [security contractor](#). Exhibitors should also consult with their insurance agent about adding riders to existing policies to protect against loss and damage. You may also consider renting a security guard for your booth.

### **What exactly is material handling and how is it charged?**

Material handling, often referred to as drayage, is the movement of your freight from the carrier to your booth and then back to the carrier at the close of the show. Material handling includes unloading your materials from your vehicle, storage at our warehouse for up to 30 days in advance of the show, delivery of the materials to your booth, the handling of empty containers to and from storage, and removal of your material from the booth for reloading onto your outbound carrier.

Material handling charges are computed based on the weight of your materials. The weight is rounded up to the closest hundred pounds (cwt.) and charged according to the rates published on the [Material Handling Estimate form](#). Any freight moving in or out on overtime will be assessed overtime charges. Check your show schedule carefully to determine whether or not overtime charges may apply to your inbound direct shipment and move out times.

### **Does material handling include the cost for me to ship my material?**

No. Material handling should not be confused with the costs associated with getting your materials to and from either the warehouse or show site dock. When you ship, be sure your bill of lading is marked pre-paid so that your shipment does not arrive collect. Collect shipments are returned to the delivery carrier.

### **Can I carry my own materials in without using the freight handling service?**

In most cases, an exhibitor may bring in what can be hand-carried (no rolling cases) in one trip without the use of the loading dock. Refer to the [Union Rules & Regulations](#) for specific information regarding your show.

### **Should exhibitors use the officially appointed freight forwarder/customs broker for a show?**

There are many benefits associated with using the official freight forwarder (ICAT), such as:

- Competitive tariff rates
- The presence of on-site representatives of the officially appointed company
- A known entity sanctioned by show management should there be a problem
- Use of special customs bonds that may be exclusive to the appointed customs broker
- Specialized knowledge of trade fair regulations
- Close working relationship with the on-site material handling contractor